



Part I – QI Overview

*Fixing the Problem not the
Blame*



QI meets eWiSACWIS

“Fix the problem.....not the blame”

W. Edwards Deming

All things can be improved

Secretary Helene Nelson



KEY CONCEPTS

Quality is the Continuous Process of Improvement to Meet or Exceed Customer Expectations Consistent with Mission, Values and Purpose – *Deming*

Doing the Right Thing - Doing it Right –
Peter Drucker



QI in Practice

Scientific Method

Plan-Do-Check-Act

Team Driven



QI in PRACTICE

System Focused – 85/15 Rule

Strategy Driven & Project Oriented

Measuring Results & Reducing Variation

Focused on Root Causes



QI in Practice

Customers & Suppliers

Cost vs Quality

Focus – Balance – Roles



Discussion

What do you see as the goal of this project?

How would you measure the success of this project?



Project Overview

Time Frame - June->November

Two Tiered Approach

- QI Goals, Strategies, Plan and Process

- 2-4 Specific QI Projects

Operational Self-Sustaining QI Process
and Action Plan



Project Time Line Overview

Phase One (Plan) – July/Sept

Understanding the Problem

Phase Two (Do) Sept/Nov

QI Plan.....QI Projects

Phase Three (Check) Nov

*Review Project Results – Finalize
QI Plan*

Phase 4 (Act: Dec) – *Implement Plan*



Part II – Moving Ahead

Understanding the Problem



Drilling into the Survey

Correcting Errors

Time Drain

Flow of Work

Approvals, Closures, and
Assignments

Other??



Digging Deeper – Expert Review

Current Situation Analysis

Process Flow Analysis

Technical Review

Heuristic Assessment

User Support System(s) Analysis

Usability Testing



Problems and Issues Identified

Operations and Procedure

User Support and Training

User Interface and Usability

Business Practice(s)



Three Approaches

Key Process Analysis

Comprehensive Review

Time Release Review



Advice and Guidance

SO...what do you want us to do?

Now

Next

Never